

# HANOVER LOCAL HUMAN RIGHTS COMMITTEE MINUTES

**DATE:** March 5, 2013

**PRESENT:** **Committee Members:** Lynn Goodale, Shahneese Wright-Hall

**Committee Member absent:** Olusola Akinkuade, Anthony Bates, Eddie Barlow

**Human Rights Manager:** Taneika Goldman, DBHDS

**Affiliate Members:** Nicelle Cooper, Ascending Dove Residential Facility, Inc.  
Charletta Darville, Community Aid, LLC  
Valencia Smallwood, Destiny Services, Inc  
Terecco Greenhow, Dimension Youth Services  
Tyrone Hilton, Envision Solutions  
Jennifer Fidura, Fidura & Associates  
Susan Cunningham, Hanover Community Services  
Pam Jones, Key Support Services  
Elmira King, Milestone Counseling Services  
Barbara Riggins, Riggins Residential  
A Leavelle Cox, VELDOT Residential Services, LLC  
Crystal Burgess, Virginia Baptist Children's Home  
Kristin Yavorsky, Virginia Supportive Housing  
Kim Snyder, Wall Residences

## **Affiliate Members**

### **Absent:**

Lena Oliver, Bethel Residential Homes, LLC  
Curtis, Comprehensive Counseling Group  
Dyann Wynn, Creative Family Solutions  
Diane Dillard, Hanover Adult Center  
Pathways to Success  
Transitions Day Support Services  
Lawrence Gunn, Youth Counseling Services

**WELCOME:** Lynn Goodale called the meeting to order and welcomed all attending. Quorum was not met; no voting will take place at this meeting. Items will be voted on next meeting or a special meeting will be held.

## **AGENDA ITEMS:**

**APPROVAL OF MINUTES:** The minutes from the December 4<sup>th</sup> meeting were recommended for approval.

### **PUBLIC COMMENTS:**

- Taneika Goldman is now advocate.

### **ADVOCATE COMMENTS:**

- Regulations are up for revision
  - Contact Taneika Goldman for information on how to contact survey head.
- CHRIS training is in progress
  - 3/26 is the phase 1 go live date
  - Contact [Susan.Tinsley@dbhds.virginia.gov](mailto:Susan.Tinsley@dbhds.virginia.gov) for training information
  - Still submit quarterly & annual reports

### **OLD BUSINESS:**

- Riggins Residential – Committee members will meet in the next couple weeks to vote on opening Day Support Program
- Envision Solutions – waiting on affiliate letter; to email Taneika Goldman about obtaining affiliate letter.

## **AFFILIATE QUARTERLY REPORTS:**

➤ **Accept the following reports with no questions:**

- Ascending Dove Residential
- Bethel Residential Homes, LLC
- Comprehensive Counseling Group, Inc
- Creative Family Solutions
- Destiny Services, Inc
- Key Support Services
- Riggins Residential
- Transitions Day Support Services
- VELDOT Residential Services, LLC
- Virginia Baptist Children's Home
- Virginia Supportive Housing
- Wall Residences

- a. **Ascending Dove Residential Care:** 0 allegations of abuse & neglect. 0 complaints.
- b. **Bethel Residential Homes, LLC:** 0 allegations of abuse & neglect. 1 peer to peer, 1 other. 1 complaint.  
#1 – Client A was sitting in the living room when client B began being verbally disruptive. Client A did not engage client B but client A continued to be disruptive. Staff intervened by asking Client A to leave the area. Client B was slightly kicked in the chin but there was no bruising or complaints of pain or injury. Staff talked with client A & she apologized to client B.  
#2 – Legal guardian asked questions about the process for consenting to medical procedures to licensing specialist. Specialist conducted a visit to ensure that all paperwork was in order & process was being followed. This was not a complaint but a question, no citations or CAP given.
- c. **Community Aid, LLC:** 0 allegations of abuse & neglect. 0 complaints.
- d. **Comprehensive Counseling Group, LLC:** Absent, no quarterly or annual report received.
- e. **Creative Family Solutions:** Absent, 0 allegations of abuse & neglect. 0 complaints.
- f. **Destiny Services:** 0 allegations of abuse & neglect. 0 complaints.
- g. **Dimension Youth Services:** No quarterly or annual report received.  
➤ Asked to submit quarterly & annual reports by 3/8/13.
- h. **Envision Solutions:** No quarterly or annual report received.  
➤ Given to committee at meeting.
- i. **Fidura & Associates, Inc.:** 1 allegations of abuse & neglect. 1 verbal. 0 complaints.  
➤ 11/29/12 – Individual stated staff accused him of stealing food from her purse & threatened him; allegation could not be sustained, but employee was terminated for bringing food into residence.
- j. **Hanover Adult Center:** Absent, no quarterly or annual report received.
- k. **Hanover Community Services:** 4 allegations of abuse & neglect. 3 peer to peer, 1 exploitation. 4 complains.  
#1 – 10/5/12 – Peer to peer aggression - While standing in PSR program kitchen 3 program members became involved in a verbal altercation. PSR staff attempted to redirect members, but members would not separate and the verbal altercation continued into the dining room. Staff assisted other members not involved in altercation in exiting the area. After several redirection attempts, staff was able to get one member to go outdoors. The remaining two members stayed in the dining room and decided to contact 911, stating the 3<sup>rd</sup> client had smacked her arm. Law enforcement arrived and spoke to each member separately and staff. Members decided it would be best to resolve the altercation within the RAFT House program instead of taking further legal action. Members will not be suspended from the program but will create a plan on how to coexist within the program. Investigation of the incident found no neglect on the part of RAFT House staff.

# 2 – 11/19/12 – Peer to peer aggression – Clients were in activity room at ID Day Support Program when staff observed client A shaking hands, rocking & becoming very loud. Staff asked client A if he would like to go into another room or for a walk, but he did not respond. Staff asked client B if they would like to help with an activity in another room because client A was getting louder. When staff returned, client A was pacing & louder than before. Staff attempted to calm client, but he did not engage. Client C began walking towards staff & client A stepped in-between staff & client C, then pushed client C with both hands. Client C stumbled back & hit her side on a table. Staff continued to attempt to calm client A while other staff checked client C for injuries and console her. Ice applied to right side. Incident reported to program coordinator, both parents & behavior specialist of client A. Investigation of the incident found no neglect on the part of HCCSB staff.

#3 – 11/19/12- Peer to peer aggression – Client A entered the RAFT House kitchen requesting client B to be quiet, but they did not & a verbal altercation ensued. Both clients began pushing one another, falling into a table. They then held one another against the food pantry. Staff made several attempts to verbally redirect the clients unsuccessfully while other staff removed uninvolved clients from the area. Two other staff were able to separate the clients and speak with them separately. Clients agreed to voluntarily go home for the day but have since returned to the program, apologized, and are getting along. . Investigation of the incident found no neglect on the part of RAFT House staff.

#4 – 11/19/12 - Exploitation by staff – An Id Day Support staff member observed another staff member going through a client's purse and removing cash from it. It was reported to the program supervisor & the Executive Director. Staff was separated from clients & circumstances reported to Hanover County Sheriff's Department & DSS. Criminal investigation conducted by Hanover County Sheriff's Department. Founded case of client exploitation & all appropriate personnel actions were taken with employee involved in theft.

l. **Key Support Services, LLC:** 0 allegations of abuse & neglect. 0 complaints.

m. **Milestone Counseling Services, LLC:**

➤ To send amended reports by 3/8/13

Mental Health Supports program: 0 allegations of abuse & neglect. 0 complaints.

PSR program: 2 allegations of abuse & neglect, 2 physical. 2 complaints.

#1 – 10/8/12 - Client claimed Certified Nursing Assistant at the home where she resides was helping her dress when that staff hit her in the face, kneed her in the back, smacked her on the back of the hand, pulled her hair, and told her to shut up when she advised the staff person to stop. The incident was reported to the home administrator & the Richmond Department of APS. The case was found unsubstantiated.

#2 – 11/17/12 – Client A was having a verbal argument with client B when staff intervened. Client B stated client A called them an inappropriate name. Staff talked with both clients about the importance of getting along as they were seated across the room from one another. Staff returned to supervising the program activity when client B rose from her seat & proceeded to smack client A. Staff intervened immediately asking the clients to stop and they complied, returning to their seats. Clients later apologized and both client's ALF were notified.

n. **Pathways To Success, LLC:** Absent, no quarterly report received.

o. **Riggins Residential:** 0 allegations of abuse & neglect. 0 complaints.

p. **Transitions Day Support Services:** Absent, 0 allegations of abuse & neglect. 0 complaints.

q. **VELDOT Residential Services, LLC:** 0 allegations of abuse & neglect. 1 neglect 0 complaints.

#1 – 10/28/12 – Client mistakenly took another individual's medication. Client taken to hospital, no adverse reactions noted. Staff suspended for 60 days & instructed to take medication management course at their expense. Staff has not returned to work.

r. **Virginia Baptist Children's Home & Family Services – DDM:** ; 0 allegations of abuse & neglect. 0 complaints.

s. **Virginia Supportive Housing:** 0 allegations of abuse & neglect. 0 complaints.

t. **WALL Residences LLC:** 0 allegations of abuse & neglect. 0 complaints.

- u. **Youth Counseling Services:** Absent, no quarterly report received.

**AFFILIATE ANNUAL REPORTS:**

- a. Ascending Dove Residential Care
- b. Community Aid – to report by 3/8/13
- c. Dimension Youth Services – to report by 3/8/13
- d. Envision Solutions
- e. Destiny Services, Inc
- f. Fidura & Associates, Inc
- g. Hanover Community Services
- h. Key Support Services
- i. Milestone – to send amended report by 3/8/13
- j. Riggins Residential
- k. VELDOT Residential Services, LLC
- l. Virginia Baptist Children's Home
- m. Virginia Supportive Housing
- n. Wall Residences

**REQUEST FOR ADDITIONAL PROGRAMS:**

- Wall Residences would like to open residential programs @ 9265 Halstead Rd, Richmond, VA 23235 & 4913 Kellywood Circle, Glen Allen, VA 23060

**REQUEST FOR AFFILIATION:**

- N/A

**NEW BUSINESS:**

- Looking for a consumer to serve on the committee – they can be a family member of a consumer &/or have received services within the past 3 years.
- Special LHRC meeting will be held 3/19/13 at Henrico CSB in conference room B to conduct significant old business unable to be accomplished due to not having a quorum. This meeting is open to the public although providers are not required to attend.

**NEXT MEETING:** June 4, 2013 at 5:00 p.m. in the DSS Meeting Room

**ADJOURNMENT:**

**Executive session**

- Lynn Goodale – motion to accept
- Shahneese Wright-Hall – second motion

♦ Interviewed Brandy Barkins and Linda Townsel for LHRC membership.

**Motion out of executive session**

- Lynn Goodale – motion to accept
- Shahneese Wright-Hall – second motion

Respectfully submitted by:

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Stacy Jaciuk